



NAVAL HOSPITAL CAMP LEJEUNE *"We Build Strength Through Caring"*

# SCUTTLEBUTT

VOLUME 2 ISSUE 12

DECEMBER 2012

**Leading Vet Day Parade**

**Page 3**

**NHCL Chefs Train with  
Culinary Expert**

**Page 4**

**Families Receive Holiday  
Baskets**

**Page 7**

*Naval Hospital Camp Lejeune Culinary Specialist 2nd Class Matthew Bishop garnishes a gourmet fish dish during the Nutrition Management Culinary Skills Competition on Nov. 16, after spending a week training with world-renowned chef Joseph Rodrigues through the Navy's Adopt-A-Ship program.*

U.S. Navy photo by Hospitalman Matthew Heefner



# Ensure Your Success With Resiliency



Master Chief (AW/SW)  
Edward Moreno  
Command Master Chief

I want to take this opportunity to say thank you for all you do. It is an honor to serve with you here at Naval Hospital Camp Lejeune.

I am extremely impressed with the confidence and expertise you demonstrate daily. We are a team and our experiences together ensure “We build strength through caring!”

I want to offer you a pretty darn good road map for success. It’s called the “Operational Stress Continuum.” There are five core leader functions:

Strengthen, Mitigate, Identify, Treat, and Reintegrate. This is about readiness, but it is even more about the connection, compassion and understanding with people. Resilience is unattainable if we are resistant to opening our minds and our hearts. We must remove the cultural stigmas creating barriers and obstacles limiting our ability to be resilient.

Our actions and thoughts will influence a natural approach to dealing with life and the mission. Our command is committed to fostering an environment where we all make this a priority! Individually, we need to be committed to being our very best. Logic and strict steps are great, but they will not work if we do not feel or believe in the steps or see ourselves succeeding. You make a difference!

## Resilience: What Is It?

Resilience can best be understood as a type of response to intense stress. By definition, resilience means “bouncing” or “returning to form.” Resilience to stress is not the same as resistance to stress because resistance implies the there is no response to stress. With these definitions in mind, you might think that stress resistance is better than stress resilience. That's not always the case. Consider the differences between steel and rubber as an example. A steel bar is resistant to stress and is capable of maintaining its form while bearing large loads. But steel is susceptible to shearing and completely breaking. A rubber brick, on the other hand, will bend easily under even small loads, but it's extremely difficult to snap or break. Moreover, once the load is removed from the rubber, its flexibility returns it to its original form.

## Resilience: How to Get It and How to Keep It

A scale has been developed by researchers with the National Center for PTSD to rate psychological traits that promote resilience as the ability to undergo stress and still retain mental health and well-being. Called the Response to Stressful Experiences Scale (RSES), the measurement has been tested in more than 1,000 active-duty military personnel.

RSES identifies six factors that are key to psychological resilience:

- Positive outlook
- Spirituality
- Active coping
- Self-confidence
- Learning and making meaning
- Acceptance of limits

Below are suggestions for developing and maintaining resilience in each of these areas. To maintain a positive outlook, use people who are great at dealing with stress as role models; find an opportunity for growth in every stressful situation; calm and comfort yourself; try to recharge before facing the next challenge; find something to laugh about; or practice ways to handle a situation better the next time. To practice spirituality, pray or meditate; lean on a faith in God or a higher power; or rely on a value system or set of guiding life principles. Not sure about what active coping means? Take action to fix things; don't give up trying to solve problems; find a way to get help when it is needed; face your fears; look at a problem in a number of ways; or look for creative solutions to the problem. Self-confidence is equally important and to exude self-confidence, expect that you can handle the problem and know that you will bounce back from the stressful situation. To learn and make meaning, look for meaning in the experience or find strength in the meaning,

SEE RESILIENCE page 3



[www.facebook.com/nhclejeune](http://www.facebook.com/nhclejeune)

## scut·tle·butt

*n.*

1. Slang for spoken communication; through the grapevine

2. Nautical

a. A drinking fountain on a ship; gathering place

b. A forum for NHCL staff and beneficiaries to get ‘insider info’

Commanding Officer, NHCL

Capt. David A. Lane

Editor-In-Chief

Raymond Applewhite

Managing & Layout Editor

Anna Hancock

Graphic Designer

Kelly Pursell



*Scuttlebutt* is an authorized publication for Marines, Sailors, retirees and family members. Its contents do not necessarily reflect the official views of the U.S. government, the DoD, or the Naval Hospital Camp Lejeune Public Affairs Office. *Scuttlebutt* follows the Associated Press Stylebook and CHINFO guidelines for Navy news writing. The editorial content of this publication is the responsibility of the Public Affairs Office, Naval Hospital Camp Lejeune, N.C., 28547-2538. Questions or comments can be directed to the Editor-In-Chief, phone 450-4463, or the Managing Editor, phone 450-3501. Content may be submitted via email to [nhclpao@med.navy.mil](mailto:nhclpao@med.navy.mil). All story contributions must be in a Word document format and photo contributions no less than 300dpi.

# Leading the Veterans Day Parade

By Raymond Applewhite  
Public Affairs Officer

The 17th annual Veteran's Day parade held in Jacksonville, N.C. on Nov. 3 is one of the largest Veteran's Day parades in eastern North Carolina. The Camp Lejeune 2d Marine Division Marching Band was in perfect step as they led the parade along the two and a half mile route. More than 100 military, civic units, high school bands and other units marched, walked or rode floats. The bands played patriotic music to an enthusiastic crowd of onlookers who cheered and applauded as the parade passed by.

Capt. David Lane, commanding officer, Naval Hospital Camp Lejeune and 65 officer and enlisted sailors marched in the parade. The unit led by the hospital color guard was followed by 50 sailors carrying the state flags representing the state in which they were born.



U.S. Navy photo by Hospitalman Apprentice Jesse Newell

*Naval Hospital Camp Lejeune's color guard lead the parade route followed by NHCL staff members to kick-off the 17th annual Veteran's Day Parade in Jacksonville, N.C., Nov. 3. More than 50 sailors participated bearing flags from each of the 50 states.*

"My sailors and I are glad to participate in the parade. It means a lot to us to show our thanks to the community, particularly the veterans and military retirees who have blazed the trail for us," said Lane.

Veterans along the parade route, several of whom were Naval Hospital employees and family members could be seen standing at attention and saluting the American flag, when the various units passed by. On the other hand, children of all ages (adults included) waved hand held flags and yelled out, "Thank you for your service," to active duty and veteran participants as they passed by.

The hospital's staff members, families and children also rode on the Naval Hospital's Family Readiness Group float which was featured in the parade. The hospital's impressive 60 foot state-of-the-art mobile blood donor unit trailed the hospital's line-up.



U.S. Navy photo by Hospitalman Apprentice Jesse Newell

*Children of Naval Hospital Camp Lejeune staff members hold the "Kids Serve Too" banner preceding NHCL's Family Readiness Group float during the 17th Annual Veteran's Day Parade in Jacksonville, N.C., Nov. 3.*

## RESILIENCE from page 2

purpose or mission of your life. You can also learn important and useful life lessons from an event, learn from past mistakes, and understand that bad things can and do happen to anyone. And finally, acceptance of limits and circumstances reminds us to put things in perspective and realize you will have times of joy and times of sadness. Be good at determining what situations are changeable and what situations are not. Accept things you cannot change and know you have limits.

Mental flexibility is one of the common denominators of psychologically resilient people," says Dr. Douglas C. Johnson, a clinical psychologist and one of the co-authors of the resilience scale. "To see the benefits of flexibility, just look at the difference

between an oak tree and a blade of grass. The oak tree is large and massive, with a strong but rigid trunk and a system of roots and branches. The blade of grass is slight and has a very shallow root system. Yet, in the face of hurricane-force winds, it's the oak that's destroyed because the blade of grass is able to bend, deflect and return to form."

Mental resilience is a skill you can learn. Start by practicing at least one of the factors identified above. A big bonus of these factors is that bolstering one resilience factor usually has the positive effect of boosting other resilience factors, as well.

Happy holidays to our family, friends, Marines, sailors and civilian partners!

CMC Out!



# NHCL Chefs Train With

By Anna Hancock | Deputy Public Affairs Officer



*“You’re asking me what they got [from my visit to NHCL]. You should have seen them smile! And they weren’t looking at me, they were looking at what they created!”*

**-- Chef Joe**

U.S. Navy photo by Hospitalman Matthew Heefner

Naval Hospital Camp Lejeune Culinary Specialist 3rd Class David Battle (right) learns plate presentation from Certified Executive Chef Joe Rodrigues (left) brought to NHCL through the Adopt-a-Ship culinary skills training and education program on Nov. 12.

**G**ive a man a fish and you feed him for a day. Teach a man to fish, and you feed him for a lifetime.

This is the concept behind the Navy’s Adopt-a-Ship (AAS) program. The staff and sailors with Naval Hospital Camp Lejeune’s Nutrition Management Department not only learned to fish so to speak, they learned the correct way to store it, several ways to prepare it, the best ways to cook it, how to garnish it and options to present it on a well-designed plate from a world-renowned culinary expert. A once in a lifetime opportunity made possible by a visionary Navy-wide program called Adopt-A-Ship (AAS).

The AAS program partners with the American Culinary Federation (ACF) to bring civilian culinary experts to the Navy fleet – in garrison or abroad – to train and educate Navy sailors and civilians. The program aims to align Navy’s food service with the civilian professional culinary industry and to increase the quality of life at sea and shore commands through better food service experiences.

According to the Naval Supply Systems Command website, the Navy is the only branch of service offering this unique training experience to its members.

# World-Renowned Chef

“NHCL’s goal for our meal service is customer satisfaction,” noted Senior Chief Culinary Specialist Dempsey Daniels, the leading chief petty officer of the Nutrition Management Department. “Our team works hard around the clock so I was hoping this program would increase the team’s culinary awareness, generate excitement and a passion for their craft.”

CSs receive culinary training through Navy service school and mentorship. Typically, CSs work in a high tempo, high stress environment on a 24-hour food service cycle. While this is true for the CSs and nutrition management staff members who work at NHCL, Daniels noted that NHCL is not the typical naval command for culinary specialists.

“We’ve got to be prepared to serve a diverse population of staff members, visitors, and patients, not just sailors,” Daniels explained.

Throughout 2012, the Naval Hospital’s culinary team served an average of more than 400 meals a day to staff members, patients and visitors. The team serves breakfast, lunch and dinner, and recently began serving night meals to accommodate late night hungry patrons and shift workers. All noteworthy feats for a team of less than 15. To meet the demands their job entails, the team needs to be flexible, confident and highly skilled.

Exactly the skills the AAS program aims to enhance.

Throughout the week of November 12, NHCL’s team received motivating, hands-on training from Chef Joe Rodrigues, “Chef Joe,” a certified executive chef, personal business owner and winner of the World Culinary Olympics. Chef Joe taught lessons on baking, taste, sanitation, garnishing, plate presentation and sanitation.

As Chef Joe emphasized, “It was my goal to teach the sailors what they can do with what they’ve got. To bring life to what they do. And I want them to learn how to adapt to their environment.”

The week culminated on day three with a culinary competition they named the Iron Chef Cook-Off. The sailors put their skills to the test as they prepared foods in one of three categories – appetizers, main dishes, and desserts.

NHCL staff members judged each entry on appearance, taste and originality. Although Chef Joe was quick to laud NHCL sailors for demonstrating confidence, self-reliance and their abilities throughout the week before the competition.

“You’re asking me what they got [from my visit to NHCL]. You should have seen them smile! And they weren’t looking at me, they were looking at what they created!” said Chef Joe.

Taking the Iron Chef titles were Culinary Specialist 2nd Class Matthew Bishop who won first place for his submission in the appetizer category, Culinary Specialist 2nd Class Jeremy McKinney who took first for the main dish, and Culinary Specialist 2nd Class Wilaundra Blango who was the first place winner in the dessert category.

“The crew really enjoyed Chef Joe and the Iron Chef cook-off,” Daniels explained. “Our skills increased as a result of the visit and we’ve definitely progressed in our food service operations.”



U.S. Navy photo by Hospitalman Matthew Heefner

*Culinary Specialist 3rd Class Wilaundra Blango puts the finishing touches on her dessert after lessons from Certified Executive Chef Joe Rodrigues who visited Naval Hospital Camp Lejeune through the Adopt-A-Ship program Nov. 12.*



U.S. Navy photo by Hospitalman Matthew Heefner

*Naval Hospital Camp Lejeune’s Nutrition Management Department staff members (standing back) pose for a photo with Certified Executive Chef Joe Rodrigues (left center) and Iron Chef Cook-Off judges (sitting) after a week-long culinary training session Nov. 12 through the Navy’s Adopt-A-Ship program.*



# HOSPITAL ROUNDS

## Devil Dog Enhances Care for Marines



U.S. Navy photo by Hospitalman Lauren Robshaw

Command leaders from the Marine Corps School of Infantry, Naval Hospital Camp Lejeune and the construction company stand ready to cut the ribbon marking the opening of the new NHCL Branch Medical Clinic Devil Dog at Camp Geiger on Oct. 15. The new facility was constructed in the Marine Corps School of Infantry-East (SOI) field and training environment to provide Marines and Sailors faster and immediate access to quality health care and reduce the number of training days lost. SOI trains more than 19,000 Marines annually.

## ATTENTION NHCL SAILORS

**D**o not put your life or the lives of others in jeopardy this holiday season! Drink responsibly, and do not drive after drinking!

### ARRIVE ALIVE!

If you are within NHCL's local commuting area, use **NHCL's Arrive Alive** program to bring you back to hospital grounds safely. Let the local taxi cab company know you are an active duty sailor from NHCL, that you need to use Arrive Alive, and be taken to NHCL's quarterdeck.

There are NO consequences for using the program and NO questions asked. At the next payday, sailors are asked to reimburse the command and bring monies to the Communications Office.

**Enjoy the holidays and be responsible!**

NHCL's Recreation Committee and MCCS invite you to attend the annual adult Christmas party and the annual children's Christmas party! More information can be found on the command FB page or on the command intranet. See you there!

## Jacksonville Recognizes Navy Birthday



Courtesy photo

Naval Hospital Camp Lejeune Executive Officer Capt. Anne M. Swap (left middle) stands ready to receive a plaque recognizing the Navy birthday from Mayor Sammy Phillips, Jacksonville, N.C., at a city council meeting early November. NHCL leadership and staff members have strengthened relationships with the city and local organizations through community service, cooperativeness and support since the hospital broke ground in the area in the 1980s.

**NAVAL HOSPITAL**

# Holiday Tree Lighting Ceremony

**SCHEDULE OF EVENTS:**  
1200 HOLIDAY MUSIC  
1215 WELCOME - CHAPLAIN  
1230 CAPTAIN'S MESSAGE  
1245 PRIZE DRAWING AND CAKE CUTTING

THE EVENT IS OPEN TO ALL NAVAL HOSPITAL STAFF.

FOR MORE INFORMATION, CONTACT  
HEIDI ANASTASIA 910-451-3399, OR  
SENIOR CHIEF DANIELS 910-450-3324.

THE EVENT IS FREE

**FRI. 7 DEC 1200**

**NAVAL HOSPITAL QUARTERDECK**

# Patient Safety Trains 40 PSAs



Courtesy photo

## Lindy Eatherington Patient Safety Manager

The patient safety movement is focused on preventing preventable harm. The Institute of Medicine indicates that between 44,000 and 98,000 people are harmed yearly by medical care in the United States. This is the equivalent of an airliner crashing each and every day.

The Naval Hospital Camp Lejeune Patient Safety program during 2012 has been reorganizing and training a core team to further develop a proactive program that focuses on preventing harm through heightened awareness and improving communication.

The NHCL Patient Safety Core Team is representatives from across the organization. Their responsibility is to develop the direction of patient safety activities within NHCL. Many have completed the basic patient safety manager course. Many are Team STEPPs trained or are master trainers. Team STEPPs is a communication framework with standardized terminology and tools designed to improve communication.

On October 18, the core team trained more than 40 staff members from departments at NHCL to be Patient Safety Advocates. Advocates received training on the patient safety movement, challenges in patient literacy, how to report an event, using the patient safety report (PSR), roles and responsibilities of a patient safety advocate, and Team STEPPs.

These shipmates are now prepared to provide education and assistance to staff and patients at the deck plates where education, communication, and advocacy are the front line deterrents to preventable harm. You now have over 50 people who are trained to assist you.

Please, reach out to them when you have questions, need assistance with a PSR or have concerns with communication or patient safety. If your area advocate cannot resolve your concern, they can reach out to their directorate patient safety core team member or any other member of the core team for assistance. Of course, I am always available. See you around NHCL!

# Pastoral Care Collects 100 Baskets

## Religious Program Specialist 1st Class Zachary McDonald Pastoral Care Department

The Holiday Food Basket Program started here at the hospital in 2004. At the time, someone wanted to donate 30 turkeys to the command. The logistics of getting the turkeys, then only giving 30 Sailors a turkey when we knew there was a larger need proved to be difficult.

We created the baskets based on what we think a family could use during a holiday meal. Then we only collected these items. This allows each basket to be uniform and everyone gets

something they can use. The \$15 gift card can be used for a turkey or ham.

This program benefits the sailors and staff here at the hospital. We don't turn anyone away. It's open to active duty, contractors and federal employees. If a name is submitted, we fulfill the request.

The success of the program is due to the outpouring of support from the hospital staff. We always have enough baskets for everyone. This year we were able to pass out 100 Thanksgiving food baskets. We look forward to collecting again for Christmas.

For information on how to donate or nominate a fellow employee, call the Pastoral Care Department at 450-4070.



# It's a Wrap!

## Hospital Staff Treat Nearly One Million Patients

More than 2,100 Naval Hospital Camp Lejeune staff members worked together throughout 2012 to provide quality care to more than 120,000 beneficiaries. From our medical staff members, to our hospital management staff, to our business operations team to our facilities management staff, and everyone in between.

**We wouldn't be successful without YOU!**

### **\*In 2012...**

We treated more than **616,000** patients

We delivered more than **2,000** babies

We performed more than **5,900** surgeries

We filled more than **940,000** prescriptions

We executed more than **121,000** radiology exams

We cared for more than **5,100** inpatients

We served more than **58,000** meals

We collected nearly **4,000** pints of blood

We had **47 sailors** support worldwide operations

**Here's to the spirit of quality health care, patient safety and teamwork continuing in 2013!**

**Way to go, NHCL team!**

\*Averages as of Nov. 2012

